Enterprise Incident Report January 2012

As of 2/23/2012

Financial Institutions

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Financial Institutions	Metro A Desktop Support	Bruce Stewart	0 0	1 1	1 1
		Burton Brown	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 1	2 1
	Strategic Communications	Dennis Rogers	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		1 0	2 1	3 1
Customer Company Total			1 0	2 1	3 1

Enterprise Incident Report January 2012

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| | | | Top Number - Total Incidents Bottom Number - Missed Inital Response | | |
Customer Company	Assigned Group	Assigned to Individual	High	Low	MIR Total
Financial Institutions	Metro A Desktop Support	Bruce Stewart	0 0	1 0	1 0
		Burton Brown	0 0	1 1	1 1
		Assigned to Individual Total	0 0	2 1	2 1
	Strategic Communications	Dennis Rogers	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Assigned Group Total		1 1	2 1	3 2
Customer Company Total			1 1	2 1	3 2

Financial Institutions

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

			Top Number - Total Incidents		
			Bottom Number -Average time in hours		
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**ATTIR Total**
Financial Institutions	Metro A Desktop Support	Bruce Stewart	0 0.00	1 0.00	1 0.00
		Burton Brown	0 0.00	1 2.33	1 2.33
		Assigned to Individual Total	0 0.00	2 1.17	2 1.17
	Strategic Communications	Dennis Rogers	1 1.12	0 0.00	1 1.12
		Assigned to Individual Total	1 1.12	0 0.00	1 1.12
	Assigned Group Total		1 1.12	2 1.17	3 1.15
Customer Company Total			1 1.12	2 1.17	3 1.15

Financial Institutions

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution		
Customer Company	Assigned Group	Assigned to Individual	High	Low	MR Total
Financial Institutions	Metro A Desktop Support	Bruce Stewart	0 0	1 0	1 0
		Burton Brown	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Strategic Communications	Dennis Rogers	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Assigned Group Total		1 1	2 0	3 1
Customer Company Total			1 1	2 0	3 1

Financial Institutions

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Financial Institutions	Metro A Desktop Support	Bruce Stewart	0 0.00	1 0.00	1 0.00
		Burton Brown	0 0.00	1 2.33	1 2.33
		Assigned to Individual Total	0 0.00	2 1.17	2 1.17
	Strategic Communications	Dennis Rogers	1 3.18	0 0.00	1 3.18
		Assigned to Individual Total	1 3.18	0 0.00	1 3.18
	Assigned Group Total		1 3.18	2 1.17	3 1.84
Customer Company Total			1 3.18	2 1.17	3 1.84

Financial Institutions

Detail

INC000000439443	Donald Oldroyd	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Bruce Stewart	Financial Institutions	Low	Closed	TTR Missed: No	0.00
INC000000450790	Sonja Long	EIS Hardware	Printer	None		TIR Missed: Yes	1.12
	Strategic Communications	Dennis Rogers	Financial Institutions	High	Closed	TTR Missed: Yes	3.18
INC000000454080	Brenda Bell	Network	None	None		TIR Missed: Yes	2.33
	Metro A Desktop Support	Burton Brown	Financial Institutions	Low	Closed	TTR Missed: No	2.33